



TOWN OF HOPKINTON SELECT BOARD MEETING AGENDA

Tuesday, October 25, 2022 5:00 PM

Hopkinton Town Hall, 18 Main St, Hopkinton, MA - Room 211

Google Meet joining info

Video call link: <https://meet.google.com/ioa-yyuc-iyq>

Or dial: (US) +1 402-624-0323 PIN: 913 744 082#

More phone numbers: <https://tel.meet/ioa-yyuc-iyq?pin=5574908666112>

5:00 PM SELECT BOARD GOAL SETTING FY23 - WORK SESSION

1. The Select Board will consider setting goals for FY 23.
Supporting Exhibits: [FY22 Select Board Goals and Proposed Changes](#)

6:00 PM ADJOURN

Upcoming Select Board Meetings

1. November 1, 2022
2. November 2, 2022 (All Hands Meeting)
3. November 15, 2022
4. December 6, 2022

The listed matters are those reasonably anticipated by the Chair to be discussed at the meeting. Not all items may in fact be discussed and other items not listed may also be brought up for discussion to the extent permitted by law. Unless an agenda item is a posted public hearing, the matter may be considered earlier than the indicated time if there are last minute cancellations or other unforeseen events which cause the Board to move more quickly through the agenda.

Select Board Goals FY22

1. 100% mentally healthy in Hopkinton

Macros:

- Universal access
- Increased system capacity
- Educating people about the existing resources
- Subsidies for those that need the support
- Town employee training

Process Goals:

- Improved quality of life
- Covid-19 rebalance
- Increase safety
- Create a community that takes care of each other

2. Universal adherence to budget message and timeline/To have a complete and balanced budget 14 days before Town Meeting

Macros:

- Present a complete balanced budget in time to be finalized in the Appropriation Committee report for Annual Town Meeting
- Town Manager budget to Select Board in February, Select Board to Approp. Committee mid-March, all departments final by Mid-April
- Comprehensive budget
- Communicate to public 2 weeks in advance of ATM.

Process Goals:

- Total adherence to schedule
- Coordination with School Committee
- 28 Sept. dates published
- Communicate to stakeholders
- Announce report when ready - user friendly communication
- Accessible communication - written, electronic, large print, multi-languages, etc.

3. Address climate change

Macros:

- Get to Net Zero as a community
- Stormwater management/flood control
- Reduce emissions and Town's carbon footprint
- Increase alternative energy

Process Goals:

- Adopt Net Zero Resolution and Climate Action Plan
- Adopt forward thinking rainfall calculations: identify flood zones with the forward thinking rainfall calculations
- Reduce emissions through zoning and support of alternative transportation
- Encourage and incentivize alternative energy: 1) update policy on private solar farms; 2) identify areas for solar and wind farms.
- Redirect purchasing power toward environmentally friendly vendors
- Provide/incentivize EV charging stations
- Identify dedicated funding sources/stream

4. Increase diversity, equity and inclusion at all levels throughout Town

Goal Definition: Increase diversity, equity and inclusion at all levels throughout the Town so that all voices are represented and town staff and volunteers mirror the demographic makeup of the Town as a whole.

Process Goals:

- Identify baseline levels of diversity, equity and inclusion in:
 - Town staffing
 - Town boards & committees
 - Participation in town events/activities
 - Participation in town meetings/elections
- Analyze areas where levels of diversity, equity and inclusion do not mirror the demographic makeup of the Town population as a whole (for example single gender committees, events that are not ADA accessible)
- Identify barriers that prevent some groups from being represented in town staff, boards/committees, events/activities and participating in town meetings/elections (for example communications and content that is not accessible to all residents, events that are not accessible without a car).
- Develop a multi-year plan with SMART goals to remove barriers and gradually increase diversity, equity and inclusion throughout the Town.

5. Address town water needs

Macros:

- Develop a sustainable water supply for the Town
- Balance usage and conservation

Process Goals:

- Determine the town's long term water needs
- Review options to meet the needs
- Seek public input
- Develop implementation plan

- Seek Town Meeting and all required approvals
- Secure Legislative support

6. Provide inclusive transparent communication to all citizens/Inclusive transparent communication

Macros:

- All key communications to be accessible to all
- Available by paper, electronic, phone
- ADA compliant, translation friendly
- Minutes/deliberative process notes accessible for all residents
- Key word searchable

Process Goals:

- Informed public

7. Maintain everyone's high quality of life during a time of increased growth and development

Macros:

- Maintain high quality schools & services
- Manage tax impact
- Address structural deficit
- Maintain safety
- Maintain open spaces

Process Goals: Make Hopkinton an affordable town where people want to stay

8. Increase public participation in visioning and strategic planning for the Town

Macros:

- Ensure that the Town Manager and Select Board understand the needs and priorities of the residents
- Ensure that the Town Manager and Select Board welcome the participation and viewpoints of all residents with respect.
- Create a predictable and inviting process for annual input/feedback/visioning from residents (consider Town Halls, public hearings, strategic planning and or visioning sessions that encourage broad participation)
- Communicate proactively about upcoming strategic plans and ensure the public is invited to participate (e.g., we should ask the public to provide feedback on our newly established goals and also invite them to consider prioritizing them)

Process goals:

- Empower Town Hall, employees, and Boards/committees/commissions to be responsive to residents' priorities

- Invite participation and comment at SB whenever possible
- Schedule annual feedback/visioning events – set agenda/structure and consider professional facilitators – thank participants
- Conduct a community needs assessment when needed but at least every 3 years (quality of life (QOL), physical health (PH)/Behavioral health (BH), and DEI measures)

9. Develop relationship with Eversource

Macro: The Town wants a good working, open and informative relationship with Eversource, while ensuring and maintaining the safety and well being of our citizens.

Process Goals:

- Establish communications with Fire Chief and other municipal offices that have dealings with Eversource (LNG)
- Build and maintain a regular schedule of meetings and inspections to allow for continuing communication between the Town and Eversource.
- Research rules and regs. or utility's operating in Massachusetts
- Communicate with the Town's legislative team on ways to move communications forward. Can we receive any assistance from State regulatory commissions?
- Are we able to assist Eversource on public notifications and explanations to the Town of ongoing work?

10. Keep people calm throughout the Main Street Corridor Project/Empower professional staff communication around highway/roadway projects

Macros:

- Listen
- Refer/respond
- Record complaints
- Police capture safety complaints

Process goals:

- To educate & inform

Select Board Goals FY22

1. 100% mentally healthy in Hopkinton

Macros:

- Universal access
- Increased system capacity
- Educating people about the existing resources
- Subsidies for those that need the support
- Town employee training

Process Goals:

- Improved quality of life
- Covid-19 rebalance
- Increase safety
- Create a community that takes care of each other

2. Universal adherence to budget message and timeline/To have a complete and balanced budget 14 days before Town Meeting

Macros:

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- Comprehensive budget
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Process Goals:

- Total adherence to schedule
- Coordination with School Committee
- 28 Sept. dates published
- Communicate to stakeholders
- Announce report when ready - user friendly communication
- Accessible communication - written, electronic, large print, multi-languages, etc.

3. Address climate change

Macros:

- Get to Net Zero as a community
- Stormwater management/flood control
- Reduce emissions and Town's carbon footprint
- Increase alternative energy

Process Goals:

- Adopt Net Zero Resolution and Climate Action Plan
- Adopt forward thinking rainfall calculations: identify flood zones with the forward thinking rainfall calculations
- Reduce emissions through zoning and support of alternative transportation
- Encourage and incentivize alternative energy: 1) update policy on private solar farms; 2)

Commented [1]: Really needs a better title, no one is 100% mentally healthy, what language do other towns use for this type of goal?

Commented [2]: This 14-day deadline was not met last year, what were the barriers and how can we improve? One week before Town Meeting the majority of the key documents were missing from the website, not available to the public.

Commented [3]: Is the budget calendar posted on the website? We are past 9/28 now.

Commented [4]: Some items were still blurry scans last year, (not meeting accessibility guidelines) how can we improve?

identify areas for solar and wind farms.

- Redirect purchasing power toward environmentally friendly vendors
- Provide/incentivize EV charging stations
- Identify dedicated funding sources/stream

4. Increase diversity, equity and inclusion at all levels throughout Town

Goal Definition: Increase diversity, equity and inclusion at all levels throughout the Town so that all voices are represented and town staff and volunteers mirror the demographic makeup of the Town as a whole.

Process Goals:

- Identify baseline levels of diversity, equity and inclusion in:
 - Town staffing
 - Town boards & committees
 - Participation in town events/activities
 - Participation in town meetings/elections
- Analyze areas where levels of diversity, equity and inclusion do not mirror the demographic makeup of the Town population as a whole (for example single gender committees, events that are not ADA accessible)
- Identify barriers that prevent some groups from being represented in town staff, boards/committees, events/activities and participating in town meetings/elections (for example communications and content that is not accessible to all residents, events that are not accessible without a car).
- Develop a multi-year plan with SMART goals to remove barriers and gradually increase diversity, equity and inclusion throughout the Town.

5. Address town water needs

Macros:

- Develop a sustainable water supply for the Town
- Balance usage and conservation

Process Goals:

- Determine the town's long term water needs
- Review options to meet the needs
- Seek public input
- Develop implementation plan
- Seek Town Meeting and all required approvals
- Secure Legislative support

6. Provide inclusive transparent communication to all citizens/Inclusive transparent communication

Macros:

- All key communications to be accessible to all
- Available by paper, electronic, phone
- ADA compliant, translation friendly
- Minutes/deliberative process notes accessible for all residents

- Key word searchable

Process Goals:

- Informed public

7. Maintain everyone's high quality of life during a time of increased growth and development

Macros:

- Maintain high quality schools & services
- Manage tax impact
- Address structural deficit
- Maintain safety
- Maintain open spaces

Process Goals: Make Hopkinton an affordable town where people want to stay

8. Increase public participation in visioning and strategic planning for the Town

Macros:

- Ensure that the Town Manager and Select Board understand the needs and priorities of the residents
- Ensure that the Town Manager and Select Board welcome the participation and viewpoints of all residents with respect.
- Create a predictable and inviting process for annual input/feedback/visioning from residents (consider Town Halls, public hearings, strategic planning and or visioning sessions that encourage broad participation)
- Communicate proactively about upcoming strategic plans and ensure the public is invited to participate (e.g., we should ask the public to provide feedback on our newly established goals and also invite them to consider prioritizing them)

Process goals:

- Empower Town Hall, employees, and Boards/committees/commissions to be responsive to residents' priorities
- Invite participation and comment at SB whenever possible
- Schedule annual feedback/visioning events – set agenda/structure and consider professional facilitators – thank participants
- Conduct a community needs assessment when needed but at least every 3 years (quality of life (QOL), physical health (PH)/Behavioral health (BH), and DEI measures)

9. Develop relationship with Eversource

Macro: The Town wants a good working, open and informative relationship with Eversource, while ensuring and maintaining the safety and well being of our citizens.

Process Goals:

- Establish communications with Fire Chief and other municipal offices that have dealings with Eversource (LNG)
- Build and maintain a regular schedule of meetings and inspections to allow for continuing communication between the Town and Eversource.
- Research rules and regs. or utility's operating in Massachusetts

- Communicate with the Town's legislative team on ways to move communications forward. Can we receive any assistance from State regulatory commissions?
- Are we able to assist Eversource on public notifications and explanations to the Town of ongoing work?

10. Keep people calm throughout the Main Street Corridor Project/Empower professional staff communication around highway/roadway projects

Macros:

- Listen
- Refer/respond
- Record complaints
- Police capture safety complaints

Process goals:

- To educate & inform

Select Board Goals FY23-- Mary Jo

1. Maintain everyone's high quality of life during a time of increased growth and development

Macros:

Maintain high quality schools & services

Manage tax impact

Address structural deficit

Maintain safety

Maintain open spaces

Process Goals: Make Hopkinton an affordable town where people want to stay

Maintain everyone's high quality of life during a time of increased growth & development-- The operable word being affordable. Hopkinton, because of the timing of its growth is becoming a community of the haves & have nots. We need to find ways to keep people in their homes. We need to look into ways to make this disparity less impactful, taxation, exemptions, perhaps legislation.

2. Universal adherence to budget message and timeline/To have a complete and balanced budget 14 days before Town Meeting

Macros:

Present a complete balanced budget in time to be finalized in the Appropriation Committee report for Annual Town Meeting

Town Manager budget to Select Board in February, Select Board to Approp. Committee mid-March, all departments final by Mid-April

Comprehensive budget

Communicate to public 2 weeks in advance of ATM.

Budget-- It is the life's blood of the Town that lets it move forward and progress. What we need to do is find a way to increase participation in Town Meeting.

3. Address town water needs

Macros:

Develop a sustainable water supply for the Town

Balance usage and conservation

Process Goals:

Determine the town's long term water needs

Review options to meet the needs

Seek public input

Develop implementation plan

Seek Town Meeting and all required approvals

Secure Legislative support

Address Town Water Needs--Clean drinking water is essential to all. Develop plan for possible connection to MWRA.

4. Develop relationship with Eversource

Macro: The Town wants a good working, open and informative relationship with Eversource, while ensuring and maintaining the safety and well being of our citizens.

Process Goals:

Establish communications with Fire Chief and other municipal offices that have dealings with Eversource (LNG)

Build and maintain a regular schedule of meetings and inspections to allow for continuing communication between the Town and Eversource.

Research rules and regs. or utility's operating in Massachusetts

Communicate with the Town's legislative team on ways to move communications forward. Can we receive any assistance from State regulatory commissions?

Are we able to assist Eversource on public notifications and explanations to the Town of ongoing work?

Develop relationship with eversource– We need to make the case move forward. Can we encourage the ATB to bring up the cases because of the impact on our overlay account, unfair to theTown to keep so many years not done.

5. Address climate change--

Macros:

Get to Net Zero as a community

Stormwater management/flood control

Reduce emissions and Town's carbon footprint

Increase alternative energy

Process Goals:

Adopt Net Zero Resolution and Climate Action Plan

Adopt forward thinking rainfall calculations: identify flood zones with the forward thinking rainfall calculations

Reduce emissions through zoning and support of alternative transportation

Encourage and incentivize alternative energy: 1) update policy on private solar farms; 2) identify areas for solar and wind farms.

Redirect purchasing power toward environmentally friendly vendors

Provide/incentivize EV charging stations

Identify dedicated funding sources/stream

Address Climate Change–Climate Change is upon us identifying areas for alternative energy is essential with keeping natural open spaces in mind.

6. 100% mentally healthy in Hopkinton

Macros:

Universal access

Increased system capacity

Educating people about the existing resources

Subsidies for those that need the support
Town employee training
Process Goals:
Improved quality of life
Covid-19 rebalance
Increase safety
Create a community that takes care of each other
100% Mentally Healthy in Hopkinton– To make sure Town people have knowledge of safe, secure help in times of crisis.
<u>7. Provide inclusive transparent communication to all citizens/Inclusive transparent communication</u>
Macros:
All key communications to be accessible to all
Available by paper, electronic, phone
ADA compliant, translation friendly
Minutes/deliberative process notes accessible for all residents
Key word searchable
Provide inclusive transparent communication to all citizens/inclusive transparent communication– Transparency and communication in all ways.
<u>8. Increase diversity, equity and inclusion at all levels throughout Town</u>
Goal Definition: Increase diversity, equity and inclusion at all levels throughout the Town so that all voices are represented and town staff and volunteers mirror the demographic makeup of the Town as a whole.
Process Goals:
Identify baseline levels of diversity, equity and inclusion in:
Town staffing
Town boards & committees
Participation in town events/activities
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Analyze areas where levels of diversity, equity and inclusion do not mirror the demographic makeup of the Town population as a whole (for example single gender committees, events that are not ADA accessible)
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Develop a multi-year plan with SMART goals to remove barriers and gradually increase diversity, equity and inclusion throughout the Town.
Increase diversity, equity & inclusion at all levels throughout the Town– Encourage diversity in all parts of the community.

9. Increase public participation in visioning and strategic planning for the Town

Macros:

Ensure that the Town Manager and Select Board understand the needs and priorities of the residents

Ensure that the Town Manager and Select Board welcome the participation and viewpoints of all residents with respect.

Create a predictable and inviting process for annual input/feedback/visioning from residents (consider Town Halls, public hearings, strategic planning and or visioning sessions that encourage broad participation)

Communicate proactively about upcoming strategic plans and ensure the public is invited to participate (e.g., we should ask the public to provide feedback on our newly established goals and also invite them to consider prioritizing them)

Process goals:

Empower Town Hall, employees, and Boards/committees/commissions to be responsive to residents' priorities

Invite participation and comment at SB whenever possible

Schedule annual feedback/visioning events – set agenda/structure and consider professional facilitators – thank participants

Conduct a community needs assessment when needed but at least every 3 years (quality of life (QOL), physical health (PH)/Behavioral health (BH), and DEI measures)

Increase public participation in visioning and strategic planning for the Town–Public participation should be encouraged in everything. Town Meeting requires more attention.

10. Town Meeting– Town meeting may need to be a goal in itself.

11. Keep people calm throughout the Main Street Corridor Project/Empower professional staff communication around highway/roadway projects

Macros:

Listen

Refer/respond

Record complaints

Police capture safety complaints

Process goals:

To educate & inform

Continue supporting the Town's people during the corridor project should be ongoing.

Select Board Goals FY22

1. 100% mentally healthy in Hopkinton

Macros:

- Universal access
- Increased system capacity
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Process Goals:

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- Increase safety
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Process Goals:

- Total adherence to schedule
- Coordination with School Committee
- 28 Sept. dates published
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- Accessible communication - written, electronic, large print, multi-languages, etc.

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5. Address town water needs

Macros:

- Develop a sustainable water supply for the Town
- Balance usage and conservation

Process Goals:

- Determine the town's long term water needs
- Review options to meet the needs
- Seek public input
- Develop implementation plan

- Seek Town Meeting and all required approvals
- Secure Legislative support

6. Provide inclusive transparent communication to all citizens/Inclusive transparent communication

Macros:

- All key communications to be accessible to all
- Available by paper, electronic, phone
- ADA compliant, translation friendly
- Minutes/deliberative process notes accessible for all residents
- Key word searchable

Process Goals:

- Informed public

7. Maintain everyone's high quality of life during a time of increased growth and development

Macros:

- Maintain high quality schools & services
- Manage tax impact
- Address structural deficit
- Maintain safety
- Maintain open spaces

Process Goals: Make Hopkinton an affordable town where people want to stay

8. Increase public participation in visioning and strategic planning for the Town

Macros:

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Process goals:

- Empower Town Hall, employees, and Boards/committees/commissions to be responsive to residents' priorities

- Invite participation and comment at SB whenever possible
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Process Goals:

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- Build and maintain a regular schedule of meetings and inspections to allow for continuing communication between the Town and Evresource.
- Research rules and regs. or utility's operating in Massachusetts
- Communicate with the Town's legislative team on ways to move communications forward. Can we receive any assistance from State regulatory commissions?
- Are we able to assist Eversource on public notifications and explanations to the Town of ongoing work?

10. Keep people calm throughout the Main Street Corridor Project/Empower professional staff communication around highway/roadway projects

Macros:

- Listen
- Refer/respond
- Record complaints
- Police capture safety complaints

Process goals:

- To educate & inform

Muriel Kramer

Select Board Goals FY23~~2~~

1. 100% mentally healthy in Hopkinton

Macros:

- Universal access to MH care
- Increased system capacity
- ~~Educating~~ Educate people about the existing resources
- ~~Provide s~~Subsidies for those that need the support
- Town employee training

Process Goals:

- Improved ~~d~~ quality of life
- Covid-19 rebalance
- Increase safety
- Create a community that takes care of each other

2. Universal adherence to budget message and timeline/To have a complete and balanced budget 14 days before Town Meeting

Macros:

- Present a complete balanced budget in time to be finalized in the Appropriation Committee report for Annual Town Meeting
- Ensure financial sustainability is central to the budget process every year
- Ensure insight is provided to the Board and the public about our residents in need as part of the process at least annually
- Town Manager budget to Select Board in February, Select Board to Appropriation Committee mid-March, all departments final by Mid-April
- Comprehensive budget
- Communicate to public 2 weeks in advance of ATM-

Process Goals:

- Total adherence to schedule
- Coordination with School Committee
- ~~29 Sept. dates published~~
- Communicate to stakeholders

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Muriel Kramer

- Ensure public access to the process at all stages of budget development
 - Post all presentations on the website in easy to find locations
- Announce report when ready - user friendly communication
- Accessible communication - written, electronic, large print, multi-languages, etc.

3. Address climate change

Macros:

- Get to Net Zero as a community
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- Reduce emissions and Town's carbon footprint
- Increase alternative energy

Process Goals:

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- Redirect purchasing power toward environmentally friendly vendors
- Provide/incentivize EV charging stations
- Identify dedicated funding sources/stream
- Measure, track and report progress on goals publicly

4. Increase diversity, equity, and inclusion at all levels throughout Town

Goal Definition: Increase diversity, equity, ~~and~~ inclusion, and belonging at all levels throughout the Town so that

all voices are represented, and town staff and volunteers mirror the demographic makeup of the Town as a whole.

Process Goals:

- Identify baseline levels of diversity, equity, ~~and~~ inclusion, and belonging in:
 - Town staffing

Muriel Kramer

- Town boards & committees
- Participation in town events/activities
- Participation in town meetings/elections

- Ensure DEIB is a required goal of all Town Departments; measure employee satisfaction with and commitment to DEIB goals.
- Ensure appointment process to Town Boards and Committees is equitable and promotes DEIB
- Analyze areas where levels of diversity, equity and inclusion do not mirror the demographic makeup of the Town population as a whole (for example single gender committees, events that are not ADA accessible)
- Identify barriers that prevent some groups from being represented in town staff, boards/committees, events/activities and participating in town meetings/elections (for example communications and content that is not accessible to all residents, events that are not accessible without a car).
- Develop a multi-year plan with SMART goals to remove barriers and gradually increase diversity, equity, ~~and~~ inclusion, and belonging throughout the Town. Measure and report outcomes.

5. Address town water needs

Macros:

- Develop a sustainable water supply for the Town
- Balance usage and conservation

Process Goals:

- Determine the town's long term water needs
- Review options to meet the needs
- Seek public input
- Develop implementation plan
- Seek Town Meeting and all required approvals
- Secure Legislative support
- Provide water quality updates and anticipated budget impacts quarterly

6. Provide inclusive transparent communication to all citizens/Inclusive transparent communication

Macros:

Muriel Kramer

- All key communications to be accessible to all
- Available by paper, electronic, phone
- ADA compliant, translation friendly
- Minutes/deliberative process notes accessible for all residents
- Key word searchable

Process Goals:

- Informed public

7. Maintain everyone's high quality of life during a time of increased growth and development and include consideration of financial sustainability

Macros:

- Maintain high quality schools & services
- Manage tax impact
 - Understand the impact across socioeconomic range in Hopkinton
- Address structural deficit as a primary budget process goal; measure and report outcomes
- Maintain safety
- Maintain open spaces

Process Goals: Make Hopkinton an affordable town where people want to stay

8. Increase public participation in visioning and strategic planning for the Town

Macros:

- Ensure that the Town Manager and Select Board understand the needs and priorities of the residents
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Process goals:

- Empower Town Hall, employees, and Boards/committees/commissions to be responsive to residents' priorities

Muriel Kramer

- Invite participation and comment at ~~SB-Select Board~~ whenever possible
- Schedule annual feedback/visioning events – set agenda/structure and consider professional facilitators – thank participants
- Conduct a community needs assessment when needed but at least every 3 years (quality of life (QOL), physical health (PH)/Behavioral health (BH), and DEI measures)

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Process Goals:

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- Research rules and ~~regulations~~of utility's operating in Massachusetts
- Communicate with the Town's legislative team on ways to move communications forward. Can we receive any assistance from State regulatory commissions?
- Are we able to assist Eversource on public notifications and explanations to the Town of ongoing work?

10. ~~Keep people calm~~Anticipate and proactively address public concerns throughout the Main Street Corridor Project and Empower professional staff to be responsive to concerns when raised for this and other public projects.

~~communication around highway/roadway projects~~

Macros:

- Listen
- Refer/respond
- Record complaints
- Police capture and address safety complaints to ensure safety

Process goals:

- To educate & inform

Select Board Goals FY23

1. 100% mentally healthy in Hopkinton

Macros:

- Universal access
- Increased system capacity
- Educating people about the existing resources
- Subsidies for those that need the support
- Town employee training
- **Actionable plan and framework**

Process Goals:

- Improved quality of life
- Covid-19 rebalance
- Increase safety
- Create a community that takes care of each other

2. Universal adherence to budget message and timeline/To have a complete and balanced budget 14 days before Town Meeting

Macros:

- Present a complete balanced budget in time to be finalized in the Appropriation Committee report for Annual Town Meeting
- Town Manager budget to Select Board in February, Select Board to Approp. Committee mid-March, all departments final by Mid-April
- Comprehensive budget
- Communicate to public 2 weeks in advance of ATM.

Process Goals:

- Total adherence to schedule
- Coordination with School Committee
- 28 Sept. dates published
- Communicate to stakeholders
- Announce report when ready - user friendly communication
- Accessible communication - written, electronic, large print, multi-languages, etc.

3. Address climate change

Macros:

- Get to Net Zero as a community
- Stormwater management/flood control
- Reduce emissions and Town's carbon footprint
- Increase alternative energy

Process Goals:

- Adopt Net Zero Resolution and Climate Action Plan
- Adopt forward thinking rainfall calculations: identify flood zones with the forward thinking rainfall calculations
- Reduce emissions through zoning and support of alternative transportation
- Encourage and incentivize alternative energy: 1) update policy on private solar farms; 2) identify areas for solar and wind farms.
- Redirect purchasing power toward environmentally friendly vendors
- Provide/incentivize EV charging stations
- Identify dedicated funding sources/stream

4. Increase diversity, equity and inclusion at all levels throughout Town

Goal Definition: Increase diversity, equity and inclusion at all levels throughout the Town so that all voices are represented and town staff and volunteers mirror the demographic makeup of the Town as a whole.

Process Goals:

- Identify baseline levels of diversity, equity and inclusion in:
 - Town staffing
 - Town boards & committees
 - Participation in town events/activities
 - Participation in town meetings/elections
- Analyze areas where levels of diversity, equity and inclusion do not mirror the demographic makeup of the Town population as a whole (for example single gender committees, events that are not ADA accessible)
- Identify barriers that prevent some groups from being represented in town staff, boards/committees, events/activities and participating in town meetings/elections (for example communications and content that is not accessible to all residents, events that are not accessible without a car).
- Develop a multi-year plan with SMART goals to remove barriers and gradually increase diversity, equity and inclusion throughout the Town.
- **Develop diversity celebration plans and be inclusive in town events and activities**

5. Address town water needs

Macros:

- Develop a sustainable water supply for the Town
- Balance usage and conservation

Process Goals:

- Determine the town's long term water needs
- Review options to meet the needs

- Seek public input
- Develop implementation plan
- Seek Town Meeting and all required approvals
- Secure Legislative support

6. Provide inclusive transparent communication to all citizens/Inclusive transparent communication

Macros:

- All key communications to be accessible to all
- Available by paper, electronic, phone
- ADA compliant, translation friendly
- Minutes/deliberative process notes accessible for all residents
- Key word searchable

Process Goals:

- Informed public

7. Maintain everyone's high quality of life during a time of increased growth and development

Macros:

- Maintain high quality schools & services
- Manage tax impact
- Address structural deficit
- Maintain safety
- Maintain open spaces
- **Develop growth measures, setup monitoring, and review process**

Process Goals: Make Hopkinton an affordable town where people want to stay

8. Increase public participation in visioning and strategic planning for the Town

Macros:

- Ensure that the Town Manager and Select Board understand the needs and priorities of the residents
- Ensure that the Town Manager and Select Board welcome the participation and viewpoints of all residents with respect.
- Create a predictable and inviting process for annual input/feedback/visioning from residents (consider Town Halls, public hearings, strategic planning and or visioning sessions that encourage broad participation)
- Communicate proactively about upcoming strategic plans and ensure the public is invited to participate (e.g., we should ask the public to provide feedback on our newly established goals and also invite them to consider prioritizing them)

Process goals:

- Empower Town Hall, employees, and Boards/committees/commissions to be responsive to residents' priorities
- Invite participation and comment at SB whenever possible
- Schedule annual feedback/visioning events – set agenda/structure and consider professional facilitators – thank participants
- Conduct a community needs assessment when needed but at least every 3 years (quality of life (QOL), physical health (PH)/Behavioral health (BH), and DEI measures)

9. Develop relationship with Eversource

Macro: The Town wants a good working, open and informative relationship with Eversource, while ensuring and maintaining the safety and well being of our citizens.

Process Goals:

- Establish communications with Fire Chief and other municipal offices that have dealings with Eversource (LNG)
- Build and maintain a regular schedule of meetings and inspections to allow for continuing communication between the Town and Eversource.
- Research rules and regs. or utility's operating in Massachusetts
- Communicate with the Town's legislative team on ways to move communications forward. Can we receive any assistance from State regulatory commissions?
- Are we able to assist Eversource on public notifications and explanations to the Town of ongoing work?

10. Keep people calm throughout the Main Street Corridor Project/Empower professional staff communication around highway/roadway projects

Macros:

- Listen
- Refer/respond
- Record complaints
- Police capture safety complaints

Process goals:

- To educate & inform

11. Promote economic activities in town

Macro:

- **Explore proactive partnership and marketing opportunities**
- **Develop economic office or dedicated function in current town administration structure**

- **Develop tax incentivization and zoning strategy to attract specific town character friendly business**

Process Goals:

To improve commercial revenue stream without impacting town character

12. Re-vitalize downtown

Macros:

- **Develop specific revitalization strategy and plan for post downtown corridor to bring back and add new business, activities to down town in line with town character**
- **Develop plan and design for more parking for down town**
- **Build promotion plans for downtown business**
- **Explore work/live/play opportunities in down town in line with town character and growth challenges**

Process goals:

- **Vibrant down town that would improve quality of resident's lives and promote down town business ventures**

13. Digitize Town Administration

Macro:

- **Strategy to digitize town Administration to provide more efficient and high-quality services to the residents**
- **Explore opportunities to bring more efficiency into administration operation through further digitization**
- **Build a smart city strategy for the future that would encourage more citizen participation, operational and cost efficiency, and transparency**

Process goals:

- **Operational efficiency and cost savings**
- **Improved quality of town services**
- **Improve citizen interaction and experience in the digital era**